

**MISSION:** To provide municipal water and wastewater service to County residences and businesses in the Primary Service Area between Toano and Grove and to operate dedicated detached central water systems in other areas of the County in accordance with local, State and Federal rules and regulations.

**SERVICE:** The James City Service Authority was created in 1969 to finance, construct, operate and maintain water and wastewater systems in designated areas of the County. The Authority operations are administered by a Board of Directors appointed by the County's Board of Supervisors. At the present time, they have appointed themselves as the members of the Board of Directors to more fully coordinate activities with those of the County in the planning and development of utility systems

### **GOALS IN FY 04**

**GOAL 1** Provide municipal potable water service to customers by operating and maintaining water supply facilities in accordance with local, State, and Federal requirements to ensure the availability of a potable and reliable water supply.

### **OBJECTIVES**

1. Enhance operational effectiveness and reliability of the James City Service Authority water distribution and transmission systems.

**Performance Measure:** Construction (system) projects completed.

2. Improve availability of drinkable water and facilities to customers.

**Performance Measure:** Construction (facilities) projects completed.

3. Improve water quality and reduce Total Coliform positive analysis of routine monthly water bactie samples.

**Performance Measure:** Water samples in compliance.

4. Increase the reliability of all water production facilities and reduce facility.

**Performance Measure:** Facility emergencies.

5. Increase the reliability of the water distribution systems.

**Performance Measure:** Distribution system failures.

- GOAL 2** Provide municipal wastewater collection service to customers by operating and maintaining wastewater pumping stations, gravity sewers and force mains in accordance with local, State, and Federal requirements to provide reliable public wastewater service without polluting the environment.

**OBJECTIVES**

1. Enhance operational effectiveness reliability for the wastewater gravity sewer and force main systems.

**Performance Measure:** Construction (system) projects completed.

2. Reduce the number of wastewater spills within the collection system.

**Performance Measure:** Wastewater spills in collection system.

3. Reduce the number of wastewater spills within the pumping facilities.

**Performance Measure:** Wastewater spills in pumping stations.

4. Increase reliability of wastewater pumping facilities.

**Performance Measure:** Pump station emergencies.

5. Increase the reliability of the wastewater collection systems.

**Performance Measure:** Distribution system failures.